NewSoft

Presto! PVR

Analog and Digital TV

DVB-T, DMB-T, and ATSC

User's Guide

507100-02-01-W-E-092308-11

Copyright
© 2005-2008, NewSoft Technology Corp. All Rights Reserved. No portion of this document may be copied or reproduced in any manner without prior written permission from NewSoft Technology Corp. (NewSoft)
NewSoft has no warranties to this documentation and disclaims any implied warranty of merchantability or fitness for a particular purpose. All information contained herein is subject to change without notice.
All sample images and electronic files included in the documentation and distribution materials are copyrighted by their respective photographers and are not to be copied or reproduced in any manner.

Trademarks
Windows 2000, Windows XP, and Windows Vista are registered trademarks of Microsoft Corporation.
Pentium is a registered trademark of Intel Corporation.
All other trademarks are the properties of their respective owners.

www.newsoftinc.com
www.newsoft.com.tw
www.newsoft.co.jp
www.newsoft.eu.com
www.newsoft.com.cn

Contents

Chapter 1 *Introducing Presto! PVR* 1

System Requirements 1

Features 2

Chapter 2 *Using Your Presto! PVR* 3

Installing Presto! PVR 3

Receiving a Channel 5

Receiving S-Video and Composite Signals 7

Receiving FM Radio 7

Choosing a Channel to Watch 8

Channel List 9

Channel Surfing Window 10

Teletext (available for DVB-T and DMB-T Digital TV or PAL Analog TV) 10

Recording a Program 11

Scheduling Your Program Recording 12

Adjusting the Schedule Settings 13

Task 14

Time 14

Quality 14

Using EPG (Electronic Program Guide) 15

Time Shifting 15

Adjusting the Volume 16

Taking Snapshots 16

Chapter 3 *Menus and Settings* 17

Main Screen 17

Program Viewer 19

Screen Menu 20

Settings 25

Device 25
Device 27
Audio 27
Channel 27
Video 30
Record 31
Recording 33
Time Shifting 33
Schedule 34
Advanced 35
Skin 36
Live Update 37
Channel Surfing 38
History 39
Taskbar Commands 40
Shortcut Keys 40
Chapter 4 Appendix 41
Frequently Asked Questions 41
Troubleshooting 42
Glossary 45

Chapter 1 Introducing Presto! PVR

Presto! PVR is a video recorder for your computer. It takes television signals and records them onto your hard drive. You have all the convenience of a VCR (recording, playback, fast forwarding, rewinding, pausing) without having to rewind any tape. Here are the requirements and features of the program.

- System Requirements
- Features

System Requirements

- Presto! PVR will run on Microsoft Windows XP with Service Pack 2 and Windows Vista.
- Requirement for different video resolution:
  - H264 Video:

    For 1920 X 1080, Intel Core 2 Duo Processor, 2.0 GHz, 1 GB RAM. (2 GB of RAM is recommended.)

    For 1280 X 720, Intel Pentium D Processor, 2.8 GHz, 512 MB RAM. (1 GB of RAM is recommended.)

    For 720 X 576, Intel Pentium 4 Processor, 2.4 GHz, 512 MB RAM. (1 GB of RAM is recommended.)
  - MPEG2 Video:

    For 1920 X 1080, Intel Pentium 4 Processor, 2.4 GHz, 512 MB RAM. (1 GB of RAM is recommended.)

    For 720 X 576, Intel Pentium 4 Processor, 2.0 GHz, 512 MB RAM. (1 GB of RAM is recommended.)
- A least 100 MB of hard disk space is required for installing the program. An additional 500 MB of space will be needed working with files.
- A True Color or HiColor display card supporting DirectX 9.0, 16-bit high color mode and with at least 1280 x 1024 pixel resolution with 128 MB of RAM. (256 MB of RAM is recommended.)
- DirectX 9.0c or higher is installed.
- An AC'97 compatible sound card.
- Digital or analog TV antenna.

Features

- Support HD(High Definition) video quality.
- Support for Analog and Digital TV (DVB-T, DMB-T, and ATSC systems).
- Record programs to a hard disk or DVD. (This feature is available only when your program supports Direct Disc Recording (DDR).)
- Schedule your recordings for the future.
- Use the EPG (Electronic Program Guide) function to get the program guide for current TV listings and add them to your recording schedule with the click of a button. This function also has support for multiple languages.
- Easily play the shows that you have recorded on the hard disk. Just look in the History section.
- Pause the program while watching (to do things like answer the door or make a sandwich) and then resume watching without missing any of the show.
- Watch video in a resizable preview window. Choose to freely resize or retain the original ratio. Adjust the brightness and color. The preview window changes while the adjustments are made.
- Receive analog or digital TV programs.
- Digital tuner supports AC3 audio, DVB radio, and HDTV.
- View Subtitles and Closed Captions in multiple languages.
- Take snapshots of your favorite TV moments.
- Browse many channels in one window with Tile mode.

Chapter 2 Using Your Presto! PVR

This program has everything a personal video recorder needs—preview, full screen view, snapshot, channel selection, channel surfing, recording, programmed recording, time shifting, settings, help, and a link to our website. Here are explanations of how to perform the most common tasks.

- Installing Presto! PVR
- Receiving a Channel
- Receiving S-Video and Composite Signals
- Receiving FM Radio
- Choosing a Channel to Watch
- Recording a Program
- Scheduling Your Program Recording
- Time Shifting
- Adjusting the Volume
- Taking Snapshots

Installing Presto! PVR

Before you begin, make sure that the antenna or Cable is connected to the Presto! PVR device. Insert the Presto! PVR disc into your computer disc drive and follow the installation instructions. After the installation, the Wizard will open to let you choose what type of signal you will be using.

The image above is for reference only. This dialog box may vary depending on the version of your Presto! PVR program.

After selecting the signal type, the **Settings** Wizard for the selected option will open.

Analog TV

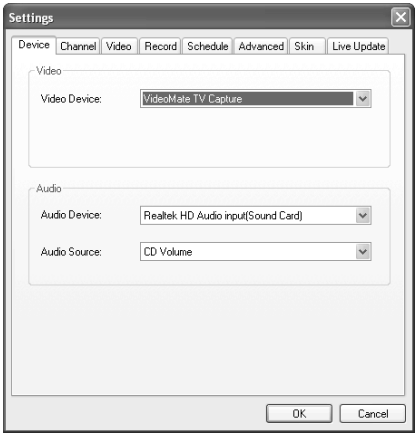
Digital TV

Click the desktop icon to start using your Presto! PVR program.

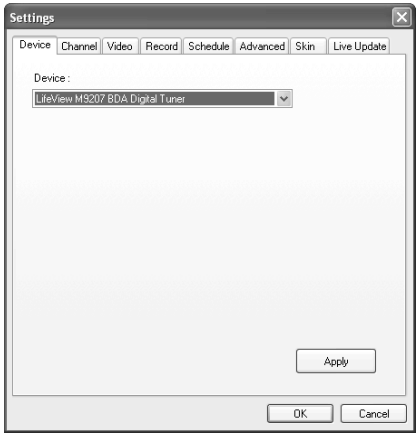
Receiving a Channel

To receive a channel through your network, please connect the antenna to the Presto! PVR device and make the proper settings.

1. Click to open the **Settings** dialog box, and then click the **Device** tab.
2. Choose a device from the **Device** list. The options will be different depending on the type of TV signal selected.



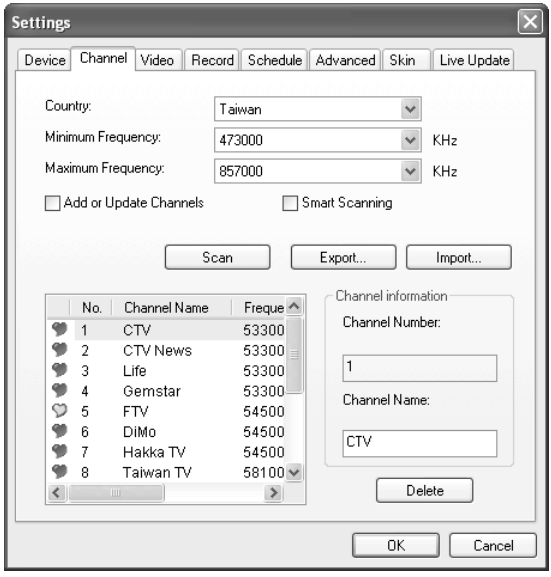
Analog TV



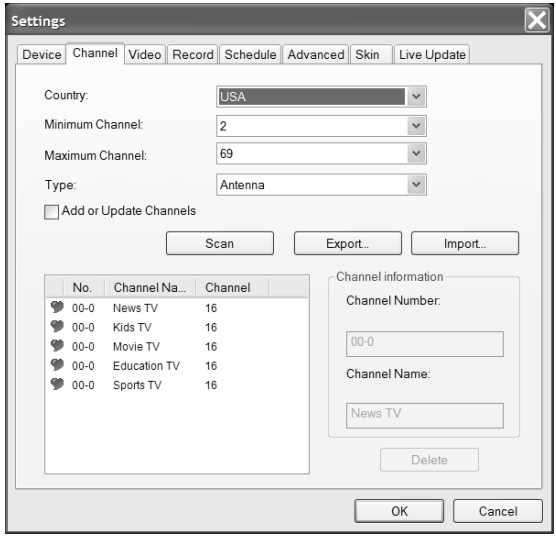
Digital TV

For Analog TV signals, you can choose an audio device and source.

3. Click the **Channel** tab on the **Settings** dialog box, and then click **Scan** or **Auto Scan** to search for channels. If a channel is found, it will be included in the channel list. When finished, you can choose a channel and change its name. You can also scan for changes by selecting **Add or Update Channels**, or use the **Minimum Frequency** and **Maximum Frequency** boxes to limit the frequency range to be scanned. Other options include importing and exporting channel lists. You can remove selected channels by clicking the **Delete** button.



Digital TV - DVB-T and DMB-T



Digital TV - ATSC

Analog TV

4. Click **OK** to close the **Settings** dialog box and watch some TV.

Receiving S-Video and Composite Signals

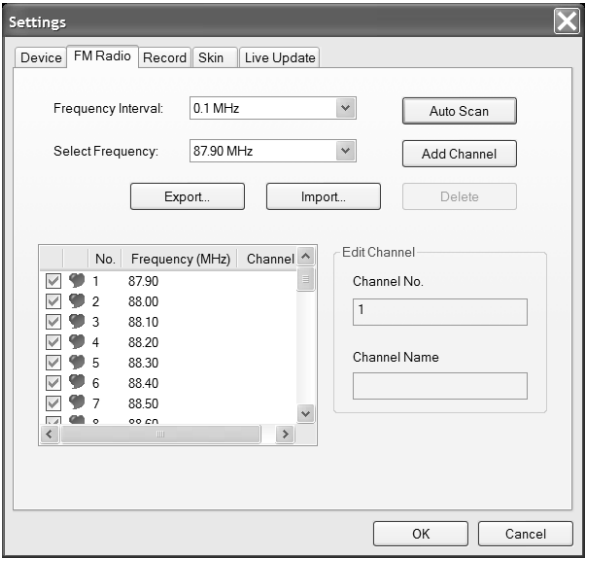
1. Click and choose **S-Video, Composite** or **Component Video** from the source type.
2. PVR will pick up video and audio signals.

These two features may not be available on all devices. Please refer to the user guide for your device.

Receiving FM Radio

To get the latest cool and hip music and news through your computer, you can set it up to receive FM Radio.

1. Click and choose **FM Radio** from the source type.
2. Click **Auto Scan** to find all the available radio stations.



When scanning is finished, you can choose a station and change its name. You can also select a frequency and click the **Add Channel** button to add the corresponding station directly to the list of stations, or remove selected channels by clicking the **Delete** button. Other options include importing and exporting lists of stations.

Select the red heart to identify a station as your favorite. Clear it to remove the station from the favorites list.

Search results vary from device to device. If your device doesn't support radio, you won't be able to receive FM Radio. Please refer to the user guide for your device.

Choosing a Channel to Watch

After you have installed Presto! PVR and scanned for channels, you can click and select a channel from the channel list to watch. Click or to switch between channels, and to go to the last channel viewed.

- Channel List
- Channel Surfing Window
- Teletext (available for DVB-T and DMB-T Digital TV or PAL Analog TV)

Channel List

This is a quick way to select a channel. There are three buttons at the top of the window. Each shows different channels based on the settings you made on the **Channel** tab of the **Settings** dialog box. Here are some details for the channel list.

TV Radio **:** Click this button to listen to the TV radio. Please note that this button is not available when the input source is Analog TV.

Favorite Channels **:** Click this button to show your favorite channels. Favorite channels are chosen on the **Channel** tab of the **Settings** dialog box.

All Channels **:** Click this button to list all available channels.

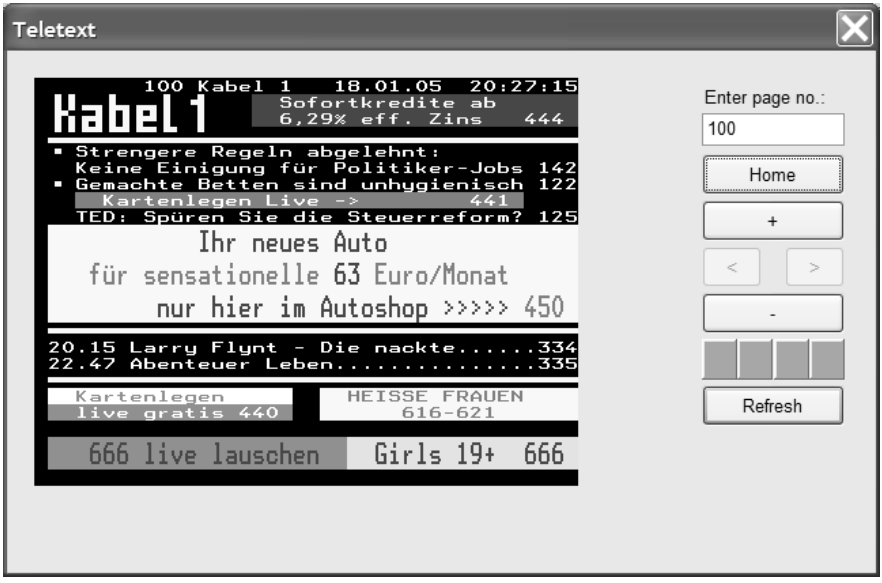
Channel Surfing Window

You can browse all the TV channels from the Channel Surfing window. Right-click the program viewer and select **Channel Surfing** from the screen menu. Presto! PVR provides different options for tiling the channels in thumbnails. You can play a channel by clicking the thumbnail.

To change the Channel Surfing window settings, click *and choose the* ***Advanced*** *tab.*

Teletext (available for DVB-T and DMB-T Digital TV or PAL Analog TV)

Teletext is a quick and easily accessible service that gives you useful information for free. As long as a signal is present at the tuner and the channels are already scanned and stored, you will see the Teletext information offered by the corresponding TV station.



This service varies for different areas. It may not be available in all the countries.

Recording a Program

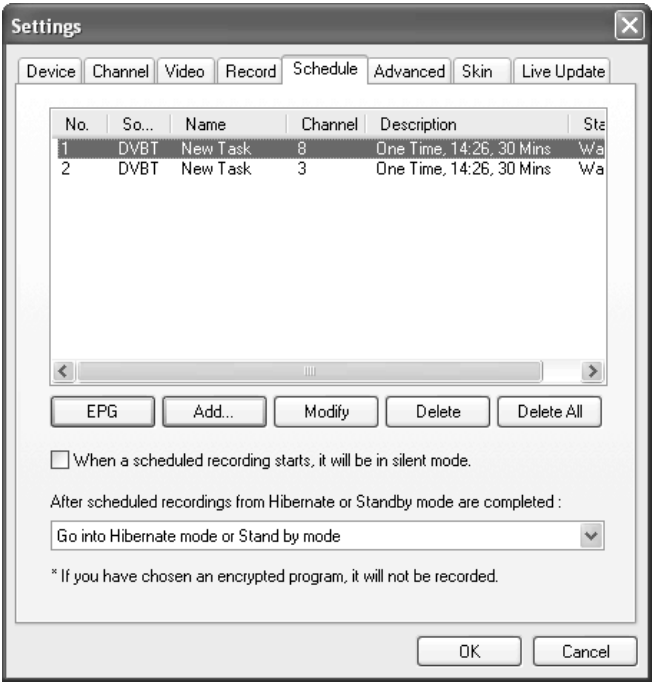
When you find a good show, click to start recording. The button will change to . The recorded program will be saved in the working folder.

You can click to pause recording. If you click while you are watching, recording will stop and the preview screen will return to the live program.

When recording, you can go to full screen, minimize, and restore, but you cannot change programs, or close the program.

Scheduling Your Program Recording

You can add, modify, or delete items for recording shows in the future. For this, you will have to open the **Settings** dialog box by clicking and selecting the **Schedule** tab.



The message about encrypted programs will not appear when the input source is analog TV.

- Click **Add…** to schedule additional recording, or click **Modify** to change the schedule for selected recordings.
- Click **Delete** to cancel a selected recording, or **Delete All** to cancel all scheduled recordings.
- Click **EPG** to get an online listing to current TV programs.
- If you want to use Silent mode while recording, click **When a scheduled recording starts, it will be in silent mode.**

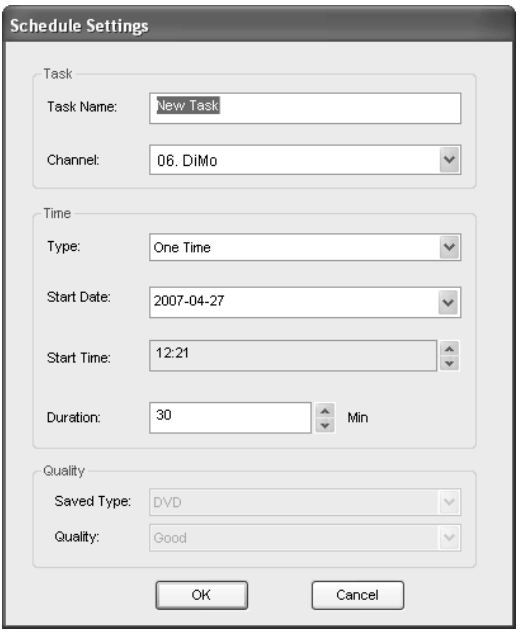
- You can choose the action to be taken when a scheduled recording is finished from the **After scheduled recordings from Hibernate or Standby mode are completed** box.

For more information see:

- Adjusting the Schedule Settings
- Using EPG (Electronic Program Guide)

Adjusting the Schedule Settings

If you click **Add…** or **Modify** from the **Schedule** tab, the **Schedule Settings** dialog box will open. There are three sections to pay attention to—**Task**, **Time**, and **Quality**.



- Task
- Time
- Quality

__Quality__ is only available when selecting the analog device.

Task

Task Name: Give a name to the recording session or use the default.

Channel: Choose from the available channels for the one you want.

Time

Type: You can choose to record the selected channel **One Time**, **Daily**, **Sunday**, **Monday**, **Tuesday**, **Wednesday**, **Thursday**, **Friday**, **Saturday**, **Monday to Friday**, **Monday to Saturday**, or **Saturday to Sunday**. Choose **Assign the Date** to pick a more specific date.

Start Date: This option is available only when you have selected **One Time** in the **Type** field. Pick the day to start recording on.

Start Time: Choose what time to start recording on the selected date.

Duration: Choose how long to record. The recording will stop after the specified time period.

Quality

Saved Type: Choose what kind of recording you are scheduling.

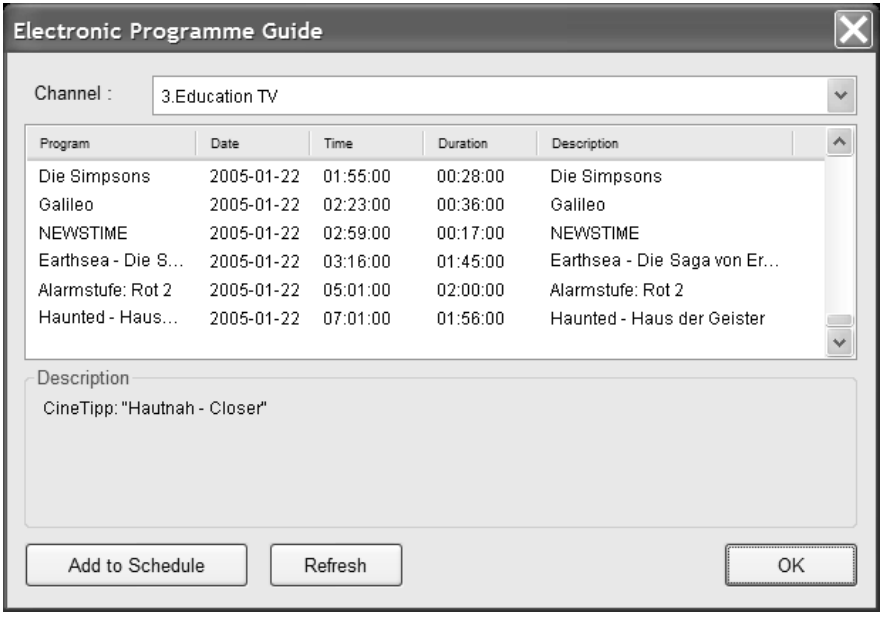
Quality: Choose the level of quality for the selected recording.

After selecting the appropriate dialog box options, click **OK** to return to the **Schedule** list.

__(1)__ If a scheduled task comes up when running time shifting or recording, the running task will be terminated and the scheduled task will be performed.
__(2)__ If you have scheduled tasks that overlap, you will be reminded after you click __OK__. Presto! PVR cannot record more than one show at a time.

Using EPG (Electronic Program Guide)

Use the **Channel** box to choose an available channel.



Select the program that you want to record, and then click **Add to Schedule**. The program will be added to the schedule. Click **Refresh** to make sure that the schedule is up-to-date.

Time Shifting

Time Shifting means that you can pause a program while watching the big game, click the pause button, and then go get another bag of chips without missing any of the action. When you come back and click the play button, you will resume watching from the point at which you paused.

- Click to pause. The preview screen will freeze, but the recording will continue.
- Click to continue watching the program from the point at which it was paused.

- Click to stop time shifting and return to the live program.

When paused, you can change the screen size and adjust the volume, but you cannot change programs, take snapshots, change the configuration, or close the program.

Adjusting the Volume

Use the plus and minus buttons to increase and decrease the volume. The indicator will reflect the changes. Clicking on the speaker button will turn the sound on and off.

Taking Snapshots

Click to capture the screen at that moment. The snapshots will be saved in the working folder. You can change the file format to save the snapshots on the **Advanced** tab of the **Settings** dialog box.

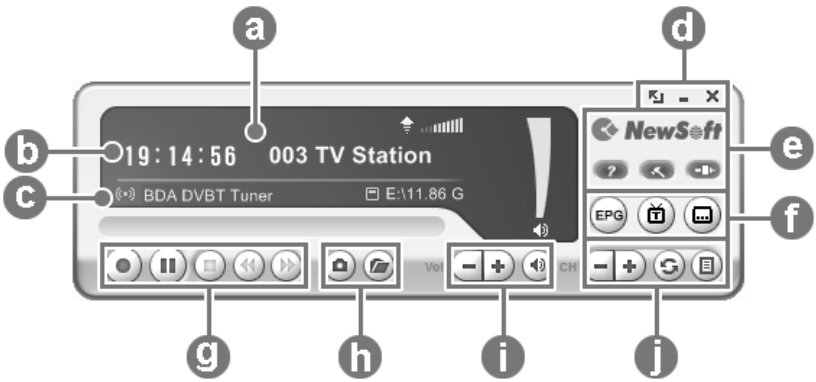
Chapter 3 Menus and Settings

For all that it does, Presto! PVR is very easy to use. There are only a few menus and settings that you need to worry about. Here they are in their entirety.

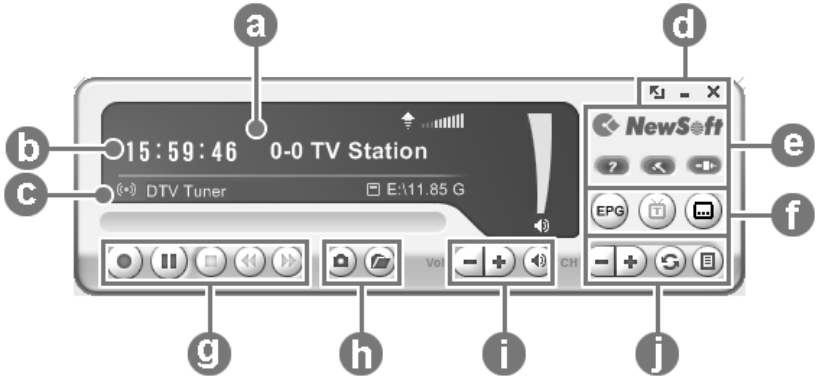
- Main Screen
- Program Viewer
- Screen Menu
- Settings
- Channel Surfing
- History
- Taskbar Commands
- Shortcut Keys

Main Screen

The PVR screen is very compact and useful. Here is an overview of the various displays and buttons.



Digital TV - DVB-T and DMB-T

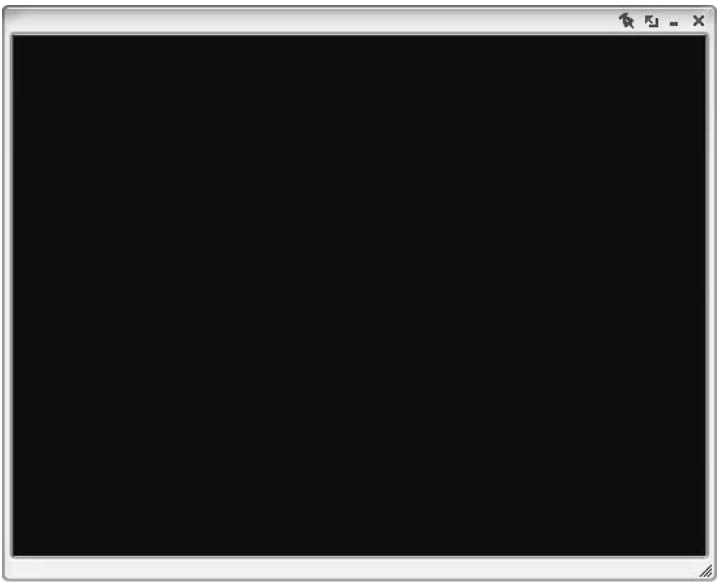


Digital TV – ATSC

a	Across the top of the presentation area will be listed the program status (Time shifting, Recording, Playing, Forward, Backward, and the program name) as well as the signal quality. *(1) The program status will only appear when playing, recording, or time shifting.* *(2) The signal quality will only be shown when the source is Digital TV.*
b	List the time along with the channel number and name.
c	Display the currently connected adapter and how much free space is available for recording.
d	These are the buttons for controlling the program. There are full screen, minimize and close
e	Click the NewSoft logo to connect to our website. Also available is the help file, the settings button, and a button for selecting the input source.

f	These are special feature buttons. EPG (for Digital TV), Teletext (for DVB-T, DMB-T and PAL Analog TV), and Closed Captions (for ATSC and NTSC Analog TV) / Subtitles (for DVB-T and DMB-T). EPG is available for Digital TV only.
g	The program control buttons are used for recording programs and watching the programs that have already been recorded.
h	Click to capture screen at that moment and check the programs that have already been recorded
i	The volume controls let you turn it up and down as well as off. There is also an indication of the current volume level.
j	These buttons are for choosing a channel to watch on TV. Either by going up or down a channel, going back to the previously viewed channel, or choosing from the channel list.

Program Viewer



There are four buttons in the upper-right corner of the program viewer. Here is a quick tour of how to use them.

Exit : Clicking this button closes the program.

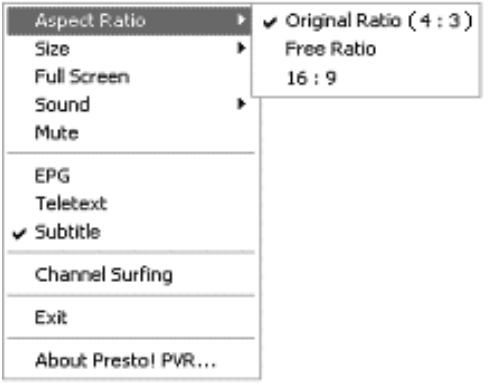
Minimize : Clicking this button sends the program viewer to the taskbar.

Full Screen : Clicking this button maximizes the program viewer to full screen.

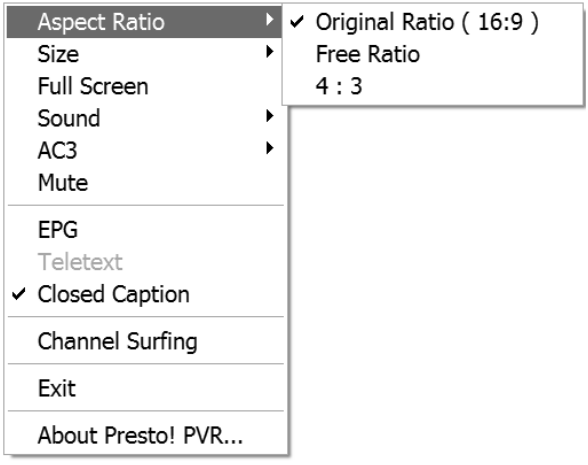
Always on Top : Clicking this button keeps the program viewer on top of all other windows.

Screen Menu

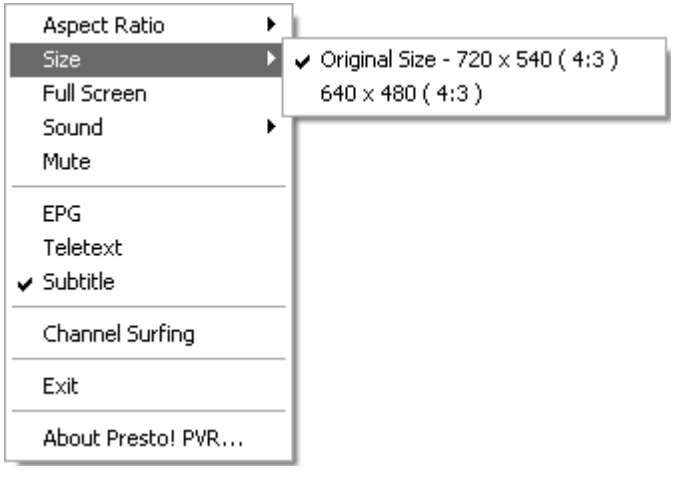
When you right-click your Presto! PVR screen when a video is playing, you will see the following menu. This will give you quick control over how you watch the program.



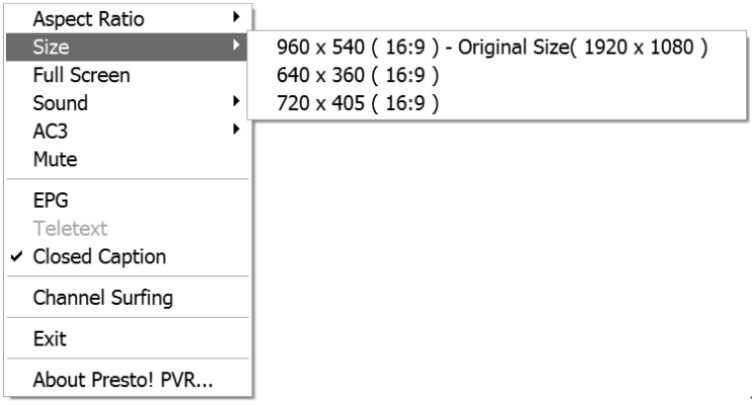
Aspect Ratio - DVB-T and DMB-T



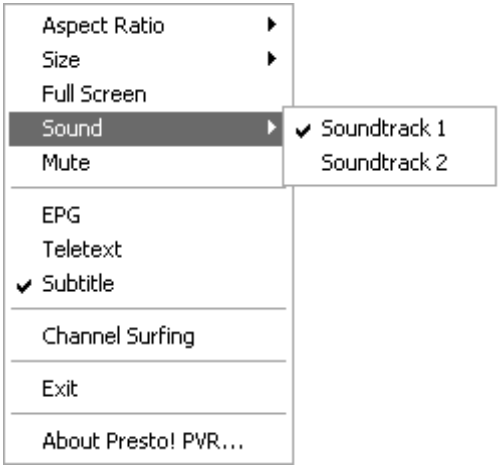
Aspect Ratio - ATSC



Size - DVB-T and DMB-T

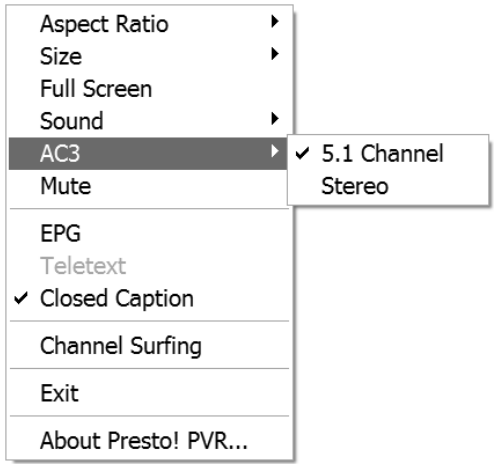


Size - ATSC



Sound - DVB-T and DMB-T

Sound - ATSC



AC3 - ATSC

Aspect Ratio: Click to select the width to height ratio for your Presto! PVR screen. You can choose **Original Ratio (4:3), Free Ratio** or **16:9**. Choosing **Free Ratio** will allow you to distort your TV picture by dragging the lower-right corner of the screen. If you have chosen **Original Ratio (4:3)**, the ratio will not change as you resize the picture.

*Original Ratio varies depending on the program or channel you have switched to. Sometimes the submenu options may appear like **Original Ratio (16:9)**, **Free Ratio** or **4:3**. The image above is for reference only.*

Size: Click to change the size of the display window or restore it to the original size. If you are receiving a Digital TV signal, you have the additional option of choosing to watch in the **Original Size – 720x540 (4:3)**.

*Similarly, original size may be **704x540 (4:3)** depending on the program or channel you are watching.*

Full Screen: Click to see the program in the entire video screen. Press the ESC key to restore the screen to the most recently selected size.

Sound: If the program has multiple sound tracks, you can switch them here. Analog TV offers Stereo, Mono, or SAP audio, while Digital TV has a list of the available soundtracks.

AC3: AC3 audio is only available for Digital TV. Access to this feature requires additional codecs. Please check our website for updates in case your PVR doesn't support AC3 audio.

Mute: Click to turn the audio off and on.

EPG: Click to get a current TV schedule online. This option is available for Digital TV only.

Teletext (only for DVB-T, DMB-T and PAL Analog TV): Click to get useful information offered by some TV stations.

Closed Caption (for ATSC and NTSC Analog TV) / Subtitles (for DVB-T and DMB-T): Click to get Closed Captions for NTSC Analog TV and ATSC, or Subtitles for DVB-T and DMB-T.

Multiple languages can be viewed for captions and subtitles as long as they are included in the signals.

Channel Surfing: Click to browse TV channels in a tiled window.

Exit: Click to close the program.

About Presto! PVR…: Click to display the program version information.

Settings

Click to see the **Settings** dialog box to help you personalize you Presto! PVR program.

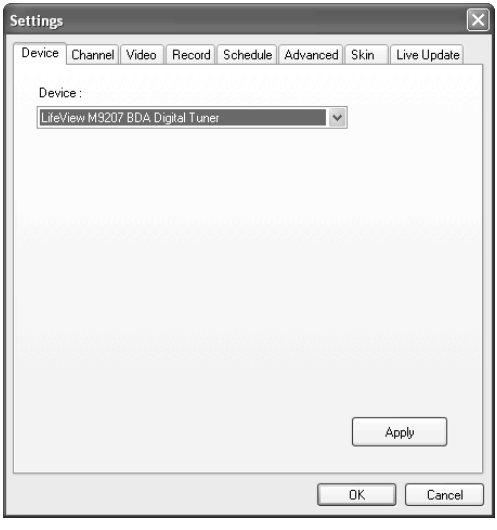
- Device
- Channel
- Video
- Record
- Schedule
- Advanced
- Skin
- Live Update

Device

On the **Device** tab, you can select how you control the Presto! PVR device.

- Device
- Audio

Analog TV



Digital TV

Device

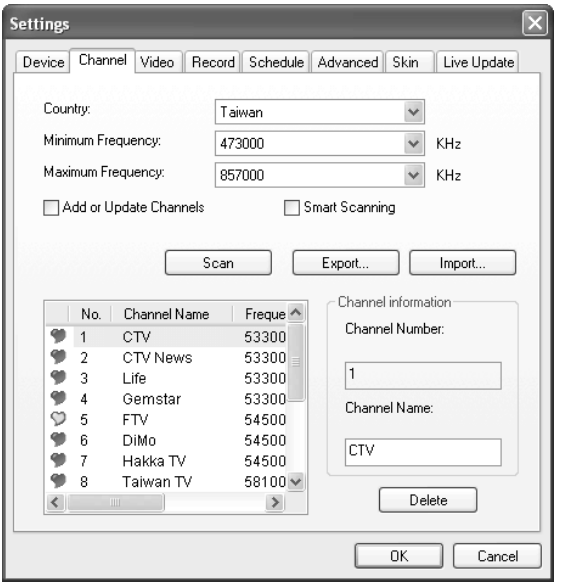
Available Presto! PVR devices are listed here. Other settings on this tab will be disabled unless you select a device.

Audio

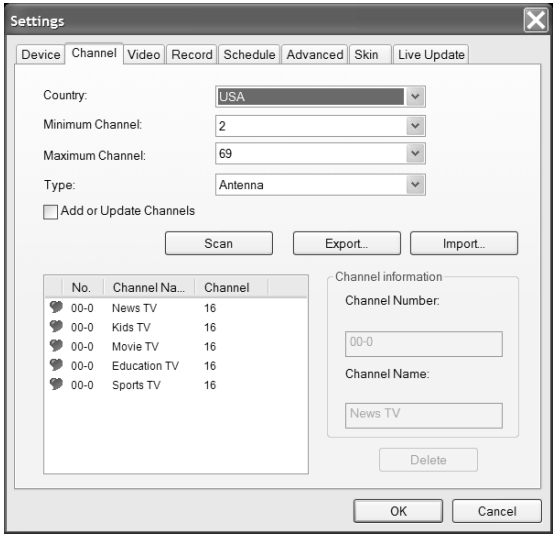
For Analog TV only, you can choose an audio device and source.

Channel

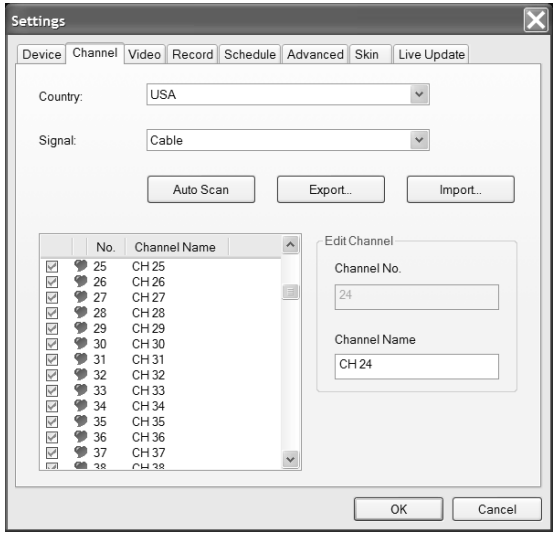
On the **Channel** tab, you can set up the scan parameters to more efficiently scan for available television channels.



Digital TV- DVB-T and DMB-T



Digital TV - ATSC



Analog TV

Country: Select the country you are in to have the television reception properly formatted.

Minimum Frequency/Minimum Channel, Maximum Frequency/Maximum Channel: For Digital TV only, these settings can be changed to restrict the range that **Scan** will use to search for available channels.

Signal: For Analog TV only, choose the source of the television signals.

Scan/Auto Scan: Click to look for all available channels and list them.

Export, Import: You can use these two functions to export or import a channel list so that you don't need to scan again when using other computers.

Delete: For Digital TV only; you can remove a channel from the list by clicking this button.

Add or Update Channels: For Digital TV only. Select the frequency range you want and then click **Scan**. This feature saves time by allowing you to rescan for channels to add or update without having to run through the whole frequency spectrum.

Smart Scanning: For Digital TV - DVB-T and DMB-T only, enabling this option can widen the scanning range to get improved results. However, it'll take longer to finish the scanning process. If the first scan was not satisfactory, select this option and scan again.

Type: For Digital TV-ATSC only; select the signal from Cable or Antenna.

Channel Information/Edit Channel: You can edit the name for each channel. Type a name that may help you be clearer about what kind of show it is.

Select the red heart next to a channel to make it a favorite. Clear the heart to remove it from the favorites list. Favorite channels will be shown when you click the button on the channel list.

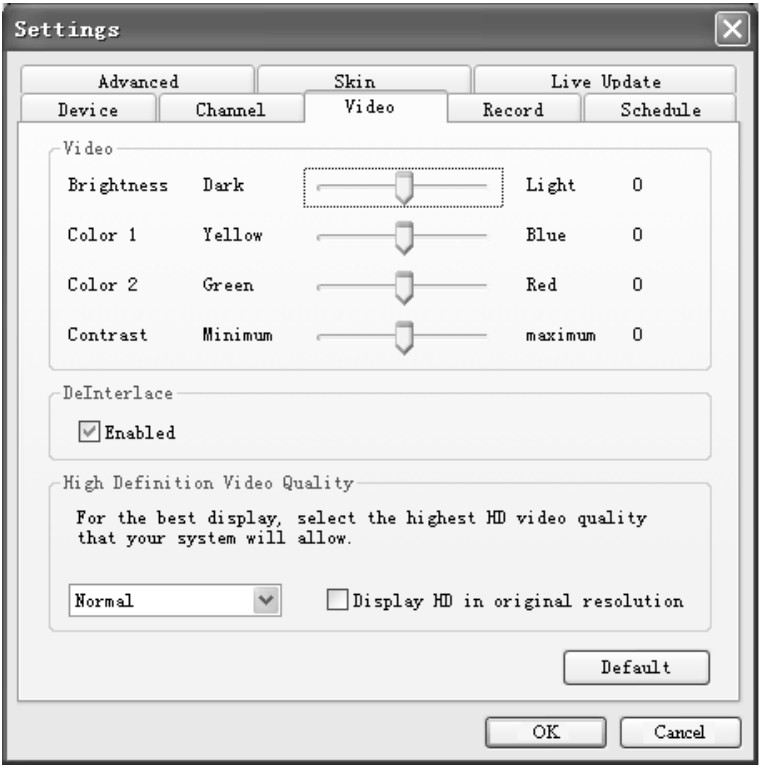
Video

On the **Video** tab, you can adjust the brightness and the color in the picture. Enable **Deinterlace** to prevent lines from appearing in the video.

Check **Display HD in original resolution** to see the HD video in original resolution.

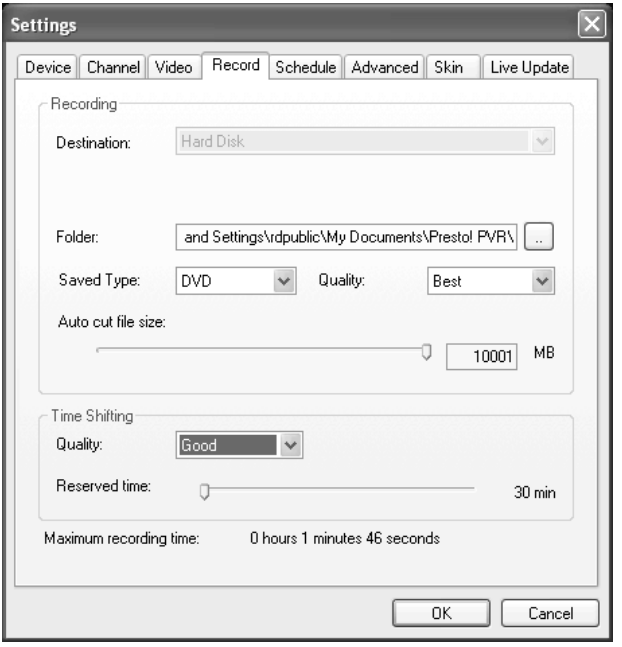
This feature is optional and may not be available on all versions.

From the list, you can adjust the **Video Frame Rate** to as high as your computer capabilities will permit.



Record

This tab will let you adjust your recording preferences.

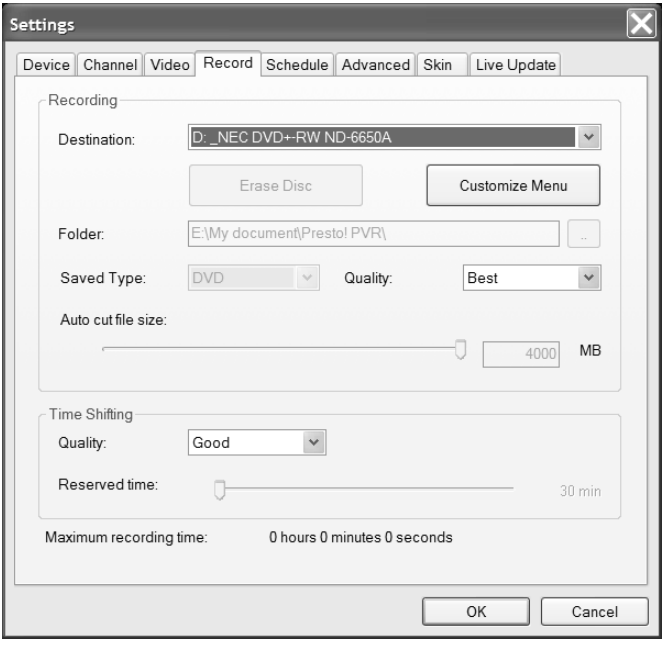


Record to the Hard Disk

*You are allowed to choose **Saved type** and **Quality** only when your input source is Analog.*

*If your PVR doesn't support DDR, the **Destination** option will not be available.*

*The **Quality** option for Time Shifting is available only when the input source is analog TV. It is not available for DVB-T, DMB-T, or ATSC.*



Record to DVD RW

*The **Quality** option is available when your PVR supports DDR and your input source type is Analog.*

For more information see:

- Recording
- Time Shifting

Recording

You can choose a disc drive under **Destination** and a **Folder** for saving your recorded files and snapshots. Then use the slider to adjust the **Auto cut file size**. The video will be automatically cut into separate files when the limit is reached. If your disk file system is FAT32, the maximum size of each file will be 4 GB. If your disk file system is NTFS, it will be equal to the space available on the specified disk.

You can burn programs onto DVD. If the disc contains data, the **Erase Disc** button will be activated, allowing you to erase it before you proceed with the burning process. You can also append new data to a previous session. The **Customize Menu** button provides a choice of DVD screen menus.

Scheduled recordings will be burned onto the hard disk even if you have selected the DVD burner as the output device.

*Before you click the **Record** button, Presto! PVR will check whether the disc contains data and is appendable. If the DVD is not appendable, you will be prompted to erase any existing data.*

Saved type: Select the kind of recording you want to save. You can choose DVD or VCD with hard disk set as the output destination. You are not allowed to choose saved type with the DVD burner as the output device.

Quality: Select the quality of the recording. This will affect the size of the recorded file. You are not allowed to choose **Quality** when your input source is Digital TV.

Time Shifting

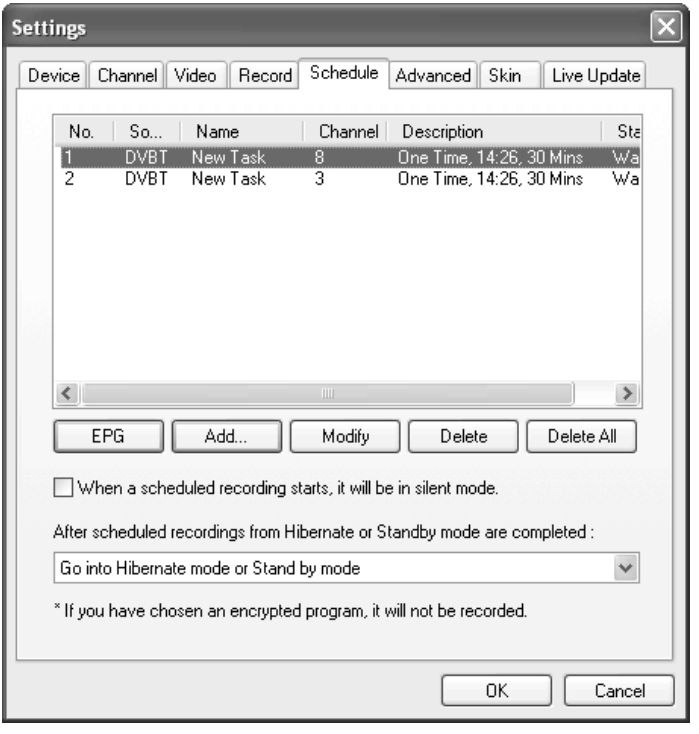
Use the slider to control the buffer size for time shifting. This will determine how long you can pause a program and not miss any of it. The buffer can be set for up to 60 minutes. When the limit is reached, time shifting will continue, but the buffer will be overwritten and you may lose part of the live program.

*For computers with limited speed and power, lower the quality for time-shifting live TV programs to avoid CPU overload. Please note that while the **Quality** option is available when the input source is analog TV. It is not available when the source is digital TV.*

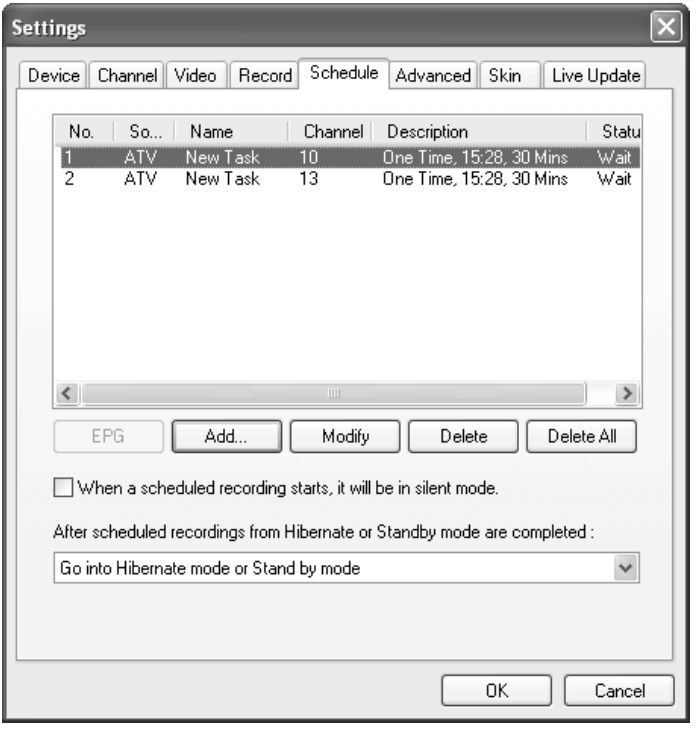
*The estimated recording time will be displayed at the bottom of this dialog box as **Maximum recording time**.*

Schedule

The schedule will display the programs that have been selected for recording at a later date. For more information, see Scheduling Your Program Recording.



Digital TV – DVB-T and DMB-T

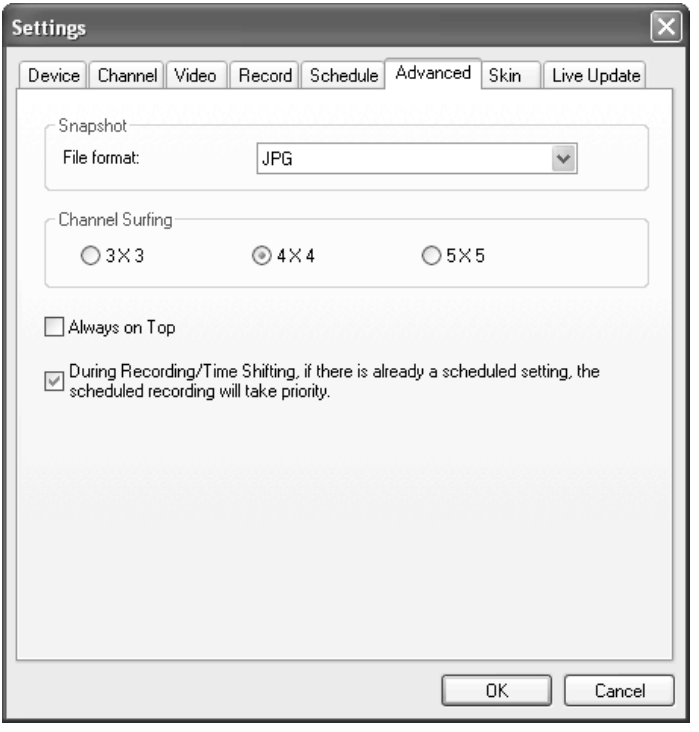


Analog TV

*For Digital TV – ATSC, ***If you have chosen an encrypted program, it will not be recorded** will appear at the bottom. This message won't appear when the input source is analog TV.*

Advanced

Under **Snapshot**, select a file format for saving the images. In the **Channel Surfing** section, you can select the display mode for channel surfing.



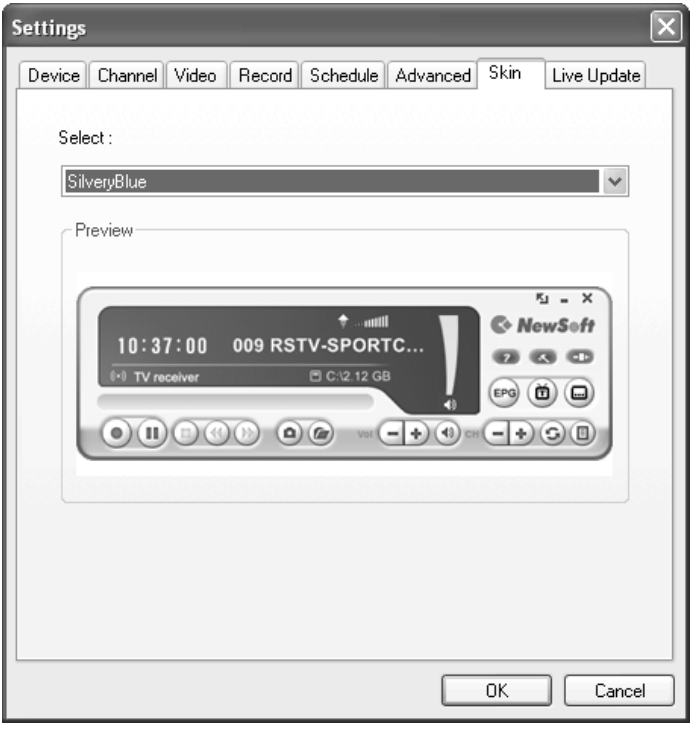
Other options include:

Always on Top

During Recording/Time Shifting, if there is already a scheduled setting, the scheduled recording will take priority: When this option is selected, scheduled recording is given the highest priority, which means the system will begin scheduled recording regardless of whether other recording or time shifting is in process.

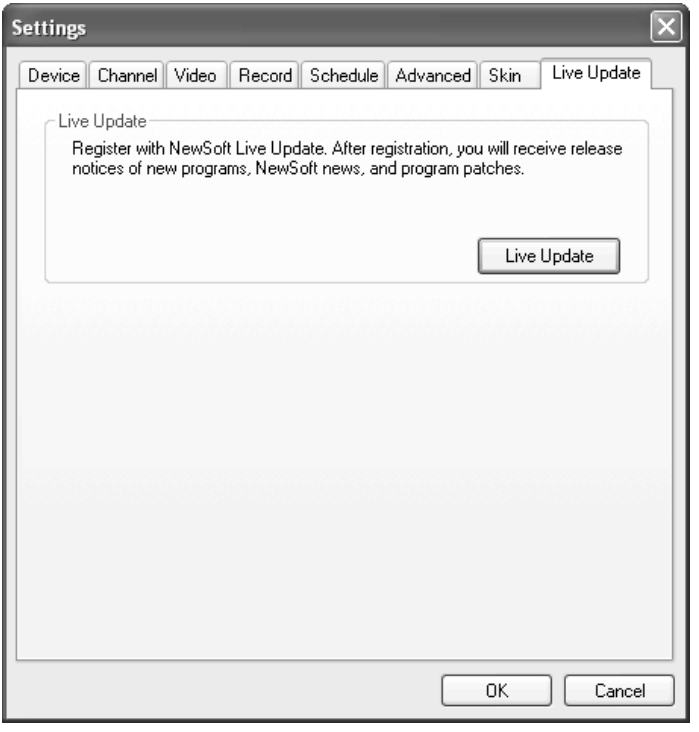
Skin

In this tab, you can change the skin. Choose a different skin from the **Select** list and see how it looks in the Preview window. Click **OK** to accept.



Live Update

In this tab, you can check for product updates and news under **Live Update**. If your Presto! PVR doesn't support the AC3 audio format, an update message for AC3 support will appear under the **Live Update** box.

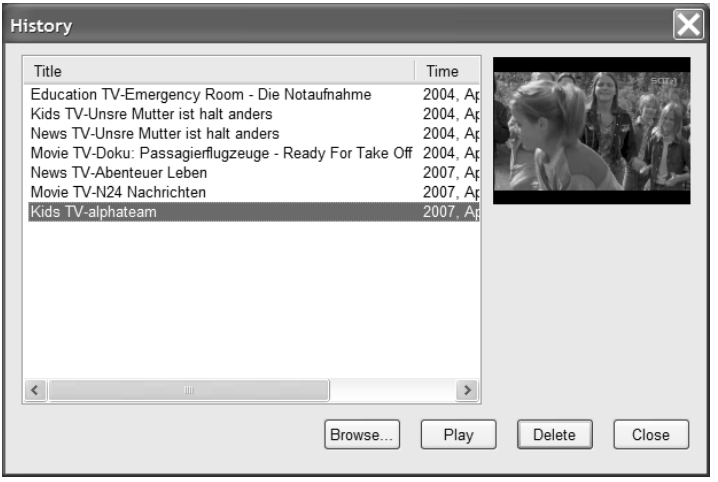


Channel Surfing

Right-click the program viewer and select **Channel Surfing** from the screen menu to tile the channels in thumbnails. You can play a channel by double-clicking the thumbnail. To quit this function, press ESC and return to the live program.

History

Click to see the programs you have recorded, with the most recent listed first. The first frame of the selected recording will be shown in the preview area.



- Click **Browse…** to look through the recorded programs.
- Click **Play** to watch the selected program.
- Click **Delete** to erase a selected program from the hard disk.
- Click **Close** to close the **History** dialog box.

Taskbar Commands

After Presto! PVR is installed, the program icon on the system tray can be used to start and monitor Presto! PVR. There are three commands that you can choose from.

Start Presto! PVR: This command quickly starts Presto! PVR. It is unavailable if the program is running.

Set Schedule: This command allows you to set up a recording schedule. For details, go to Scheduling Your Program Recording.

Quit: Clicking this command stops all Presto! PVR tasks and removes the icon from the system tray.

Shortcut Keys

Shortcut keys are a quick way to manipulate the program. See the Readme.txt file for details. Click the **Start** button, point to **Programs**, **NewSoft**, and then **Presto! PVR**. Locate the folder that contains the Readme file and open it.

Chapter 4 Appendix

- Frequently Asked Questions
- Troubleshooting
- Glossary

Frequently Asked Questions

Sometimes we get questions about our product. Here are the questions that we get asked the most. Hopefully this information will be useful to you.

- **How can I optimize the PVR performance?**

  PVR performance depends on the computer system. The following steps can help to make things better.

  1. Try to retain as much free hard disk space as possible.
  2. Use a faster hard disk drive. (7,200 rpm or higher.)
  3. Disable Power Management in the BIOS.
  4. Close unnecessary programs, and do not run other programs while recording.
  5. Use the defragment tool to optimize the hard disk.
  6. Make sure your system meets the PVR minimum requirements.
     a. Use a USB 2.0 port since some TV tuner devices won't work with the older USB 1.1 ports. You may need to purchase a USB 2.0 PCI card or card bus. If the USB port is version 1.0 or 1.1, a message will ask you to connect to a Hi-Speed USB 2.0 port when you plug the USB device into the system.
     b. PVR requires at least a Pentium III, 800 MHz CPU or better for the preview function, and requires at least a Pentium 4, 2.0 GHz CPU or better for recording and time-shifting functions.

c. PVR requires either Windows 2000 SP4 or Windows XP SP2.

d. PVR requires DirectX 9.0c or later.

- **Can I record subtitles from DTV channels?**

  Dynamic subtitles are subtitles that can be disabled and enabled. The current version of Presto! PVR doesn't support recording dynamic subtitles. You can record programs with dynamic subtitles, but the subtitles will not record.

Troubleshooting

If you are having trouble with the product, please check here first. You may find the answer quickly.

- **My system does not recognize the DVB-T, DMB-T or ATSC tuner in the USB port or the DVB-T, DMB-T or ATSC PCI slot.**

  It could be that a related driver already exists on the system, or it may be a hardware issue.

  1. Make sure the device is properly connected.
  2. Make sure the device driver is installed.
  3. If the above steps do not fix the problem, try unplugging the device from the computer and uninstalling the driver. Then plug the device into a different port and install the driver again.
  4. If you are connecting the device through a USB hub, try connecting it directly to the computer.

  If the device driver has not been certified by Windows x64, it will not be recognized under Windows x64. For device driver issues, contact the manufacturer for assistance and information.

  If the problem persists, contact the hardware manufacturer for further assistance.

- **Presto! PVR does not respond after being started, or it displays stuttering or corrupted video.**

  If you encounter one of these problems and are using Windows XP Service Pack 2, please visit the Microsoft website at this link, http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=14caaf6d-198c-4197-82ad-28251f9c50a5, and download the latest patch.

- **I can watch and record TV programs, but cannot play them back or preview the channels.**

  Make sure that DirectX 9.0 or later has been installed on the computer. Microsoft DirectX 9.0 improves graphics, video, 3-D animation, audio, security, and performance in the operating system. Go to the **Start** menu, click **Run**, and type **dxdiag**. You will find a list that shows the DirectX version. If the installed DirectX version is older than 9.0, download and install the latest DirectX version from the Microsoft website at http://www.microsoft.com/windows/directx/default.aspx. It's free.

  To find out which version of DirectX you are using, click **Run** from the Windows **Start** menu, type "dxdiag", and then **OK**. The DirectX diagnostic tool will open, and the version number will be listed under System Information.

- **I can’t record Digital TV programs onto DVD.**

  High-definition Digital TV (DVB-T/DMB-T/ATSC) can’t be recorded onto DVD.

- **I can't change the recording settings.**

  The file type and quality settings are designed for analog TV. These settings will be disabled and set to 'DVD' and 'Good' when watching the DVB-T/DMB-T/ATSC TV. The settings, on the **Record** tab of the **Settings** dialog box, will be enabled for analog TV.

- **Is the TV tuner device properly installed?**

1. From the **Start** menu, open the **Control Panel**.
2. Open **System**, click the **Hardware** tab, and then open the **Device Manager**.
3. Under **Video and Game Controllers**, make sure there are no problems listed for the TV tuner device.
4. If there is a problem indicated, check the device manual and reinstall the hardware.

If the digital TV signal is not strong enough, adjust the antenna to get the best reception. (You might consider buying an active antenna.) Try moving the equipment to a different area in the house, and then scan for channels again.

- **Some useful tips.**

Visit our patch download page to check if there are any program patches available.

Visit the manufacturer's website for latest updates for the TV tuner driver.

Reinstallation is a way to correct many kinds of problems.

We suggest that you install the built-in Windows driver for USB 2.0 PCI cards.

If you need to contact the NewSoft support center, either by phone or by e-mail, here are the details that you should pass on.

a. Operating system, language, and service pack.
b. PVR version and Product ID.
c. TV tuner device interface (PCI, USB, PCMCIA, etc).
d. USB port type (1.1 or 2.0).
e. Is it an onboard USB port or an external USB device?
f. Brand name of the TV tuner device.
g. Did the software work when you first installed it.
h. Error Message:

i. Details of the problem (step by step):

Glossary

Here are terms used in the manual for Presto! PVR.

AC'97 – (Short for Audio Codec '97) This is an audio encoding system for computer files.

Analog TV – This is the traditional old-style television signal. Kind of like radio waves.

Aspect Ratio – This is a measure of how wide your television picture is compared to how tall it is. Regular television is 4:3, and HDTV is 16:9.

ATSC - The Advanced Television Systems Committee developed the ATSC digital television standard for the United States. These standards were also adopted by Canada, Mexico, and South Korea. It is intended to replace the widely used NTSC system and produces wide screen 16:9 images. The ATSC standards also boast theater quality audio through the AC3 format.

Auto Scan – Automatic scanning. The computer looks for television signals.

Buffer – This is a memory space for making time shifting possible.

Closed Captions – Closed captions are subtitles specifically provided for the hard of hearing.

Deinterlace – This is used for making you picture look like it is not composed of many separate lines.

Digital TV – Television signals made up of computer data. Ones and zeros.

DDR (**Direct Disc Recording**) – Recording TV programs directly to DVD or hard disk.

DirectX 9 – DirectX is technology for displaying video and playing audio. 9 is the version number.

DVB – Digital Video Broadcast.

EPG – Electronic Program Guide

SAP – Second Audio Program. Usually used to present the material in a different language.

Smart Scanning – A more efficient way to scan for channels and frequencies.

Teletext – A free program to give information about broadcasts and schedules. (Not available everywhere.)